



FEMA

News Release

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STAY IN TOUCH WITH FEMA, OTHER AGENCIES

LEXINGTON, KY – The May storms are over, the damage is done, and agencies throughout the Commonwealth are working hard to help residents clean up debris and put lives back together.

So what's next?

Officials at the Kentucky Division of Emergency Management (KYEM), the Federal Emergency Management Agency (FEMA), and the Small Business Administration (SBA) say staying in touch is especially important as disaster-related insurance claims are settled and contact information changes.

Applicants should use the same number they used to register: **800-621-FEMA (3362)**, or **TTY 800-462-7585** for those with hearing disabilities, or go online to www.disasterassistance.gov, to:

- Update any change of address or phone number.
- Reschedule inspection appointments.
- Notify FEMA about insurance settlements.
- Learn how to appeal.
- Ask any disaster-related questions.
- Track application progress.

FEMA Helpline hours are from 7 a.m. to 10 p.m. EDT, seven days a week until further notice.

Recovery officials say staying in touch includes the prompt return of all required forms and requests for information. Applicants who receive SBA loan applications must complete and return them to be considered for FEMA grants that cover personal property, vehicle repair or replacement, and moving and storage expenses. No one is obligated to accept a loan.

All residents registered for assistance with FEMA are urged to update their mailing address with the U.S. Postal Service by calling 800-275-8777 or visiting www.usps.gov. Change-of-address forms also are available at any post office.

Residents should keep their contact information current with the Social Security Administration and any other government agency they routinely do business with or that may impact their recovery.

If you or someone you know suffered loss, or damage, from this latest disaster you are encouraged to document the damage, save any repair receipts and notify your local emergency director. The Commonwealth has a special Cleanup Helpline, **877-634-8175**, for disaster survivors to use if they need help with mold eradication or other cleanup such as removing wet wallboard.

Additional counties, and their residents, may be designated for federal disaster assistance at a later date if requested by the Commonwealth and warranted by the results of further damage assessments.

Additional information about this disaster is available at www.fema.gov and www.kyem.ky.gov/currentdisasters

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FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to the SBA to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.